Complaints Policy

Debra is committed to providing the highest quality service possible to everyone we deal with. We welcome positive and negative feedback and any suggestions on how we can improve our organisation and the services we offer.

We know that sometimes issues, concerns and misunderstandings can arise and often these can be resolved immediately. However, we recognise that, from time to time there may be occasions when someone may feel that the quality or level of the service we provide falls short of what they could reasonably expect. We want to know about these occasions so that we can address the problem, avoid any repetition and improve our services and the overall experience of Debra.

Who can complain

- Any adult or child using, or who has used, Debra's services;
- Any other adult or child who has a complaint regarding Debra and/or any services offered by Debra;
- Complaints can also be made on behalf of another person by a close family member, carer, legal representative, or a person with the individual's consent.

The complaints policy does not apply in the following circumstances:

- a matter that is or has been the subject of legal proceedings before a court or tribunal;
- any matter related to employment law;
- a matter that could prejudice an investigation being undertaken by the Garda Síochána;
- any matter that does not relate to Debra's services or strategy.

How can I make a complaint?

If you do have a complaint, you can contact Debra by telephone, post, email or via our online form.

- Telephone: 01-412 6924 (Monday to Friday 9am to 5.30pm)
- Post: Debra, Butterfly Cottage, 8 Clanwilliam Terrace, Dublin 2
- Email: feedback@debra.ie
- Online Form: debra.ie/feedback

To allow us to investigate your complaint thoroughly and provide you with a timely response, please provide as much information as possible when contacting us including the following details:

- The reason for your complaint;
- As much detail as possible about the issue including when and where it arose and any actions that have been taken so far in relation to resolution;
- The name(s) of anyone involved (if known);
- The outcome you are hoping for;

- Your contact details (name, address, daytime telephone number and/or email) and your relationship to the complainant if making a complaint on behalf of someone else.

How will my complaint be dealt with?
Ideally, any complaints raised verbally can be resolved immediately. However, if this is not possible, the complaint should be submitted in writing either by post, email or via our online form using the contact details above.

We will always acknowledge a written complaint within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and give a new deadline.

Written complaints will be dealt with by the relevant member of the Senior Management Team in Debra. If the complaint is about a member of the Senior Management Team, it will be dealt with by the CEO.

If the person investigating the complaint determines the complaint to be vexatious or malicious, the complainant will be notified that their behaviour is unacceptable and no further action will be taken.

Complaints will be treated confidentially where possible but sometimes we may have to involve other parties as part of any investigation into the complaint. In the event the complaint is about a staff member, the staff member will be notified and afforded the opportunity to respond.

If a meeting with the complainant is deemed necessary, anyone attending the meeting will have the right to be accompanied by a support person. Any documents reviewed at a meeting will be made available to all attendees. Documents may need to be redacted for data protection purposes.

Debra aims to handle all complaints fairly and honestly regardless of who makes a complaint. We are committed to treating everyone equally regardless of gender, marital status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community.

What happens if I am not satisfied with the outcome?
If you are not satisfied with the outcome, or if you have a complaint against the Chief Executive Officer of Debra, you should contact the Chairperson of the Board who will ensure that your complaint is considered at Board level. The Chairperson will respond in writing with any outcome within 21 days and any decision on an outcome will be final.

The Chairperson of the Board of Debra can be contacted as follows:

- By post: Chairperson of the Board, Debra, Butterfly Cottage, 8 Clanwilliam Terrace, Dublin 2
- By email: FAO Chairperson of the Board, feedback@debra.ie

Any final decision does not affect your right to submit the complaint to independent agencies.

How will complaints be monitored?

Debra will maintain a register containing information about every complaint, how it has been dealt with and the outcome. Records will be retained in accordance with Debra's Data Protection Policy. The complaints register is reviewed by the Board on an annual basis.